

Notice of Allowability	Application No.	Applicant(s)	
	09/486,787	HART ET AL.	
	Examiner Brandon J. Miller	Art Unit 2617	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. This communication is responsive to 6/11/2007.
2. The allowed claim(s) is/are 1-18.
3. Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) All b) Some* c) None of the:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.
THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
 - (a) including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
 - 1) hereto or 2) to Paper No./Mail Date _____.
 - (b) including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. Notice of References Cited (PTO-892)
2. Notice of Draftperson's Patent Drawing Review (PTO-948)
3. Information Disclosure Statements (PTO/SB/08),
Paper No./Mail Date _____
4. Examiner's Comment Regarding Requirement for Deposit
of Biological Material
5. Notice of Informal Patent Application
6. Interview Summary (PTO-413),
Paper No./Mail Date _____.
7. Examiner's Amendment/Comment
8. Examiner's Statement of Reasons for Allowance
9. Other _____.



GEORGE ENG
SUPERVISORY PATENT EXAMINER

DETAILED ACTION

Allowable Subject Matter

The following is an examiner's statement of reasons for allowance:

Claim 1 recites a method for dispatching work orders and receiving status information concerning the work orders via a communications network adapted to communicate short message ("SMS") messages with a structure as defined in the specification (pages 7-13) including programming the dispatch computer to determine the length of the dispatch order and, based upon the determined length, to formulate the dispatch order into one SMS message or multiple, related SMS messages; reformatting the one or multiple SMS messages into at least one Internet packet; and forwarding the at least one Internet packet over the communications network to selected communication device or a group of communication devices. Applicant's independent claim 1 comprises a particular combination of elements, which is neither taught nor suggested by the prior art.

Claims 2-5 are allowable based on their dependence of independent claim 1.

Claim 6 recites a method for dispatching work orders to service technicians remotely and receiving responsive information from such technicians concerning the orders via at least one wireless network adapted to transmit short messaging service ("SMS") messages with a structure as defined in the specification (pages 7-13) including programming the dispatch computer to periodically determine the length of the dispatch order and, based upon the determined length, to formulate the dispatch order into one SMS message or multiple, related SMS messages; reformatting the one or multiple SMS messages into at least one Internet packet; and transmitting

the one or more messages over an IP network. Applicant's independent claim 6 comprises a particular combination of elements, which is neither taught nor suggested by the prior art.

Claims 7-8 are allowable based on their dependence of independent claim 6.

Claim 9 recites a method for managing dispatch applications in order to deliver messages from or to each of multiple service technicians deployed over a geographically-dispersed area with a structure as defined in the specification (pages 7-13) including programming the dispatch computer to determine the length of a dispatch order and, based upon the determined length, formulate the dispatch order into one message or multiple, related messages; formatting at a central processor the one or multiple messages to at least one of the service technicians for wireless transmission according to a preselected format; reformatting the one or multiple messages into an Internet Protocol; and transferring the one or multiple messages from the network element to a communication device associated with the selected service technician. Applicant's independent claim 9 comprises a particular combination of elements, which is neither taught nor suggested by the prior art.

Claims 10-16 are allowable based on their dependence of independent claim 9.

Claim 17 recites a method for managing dispatch applications in order to deliver messages from or to each of multiple service technicians deployed over a geographically-dispersed area with a structure as defined in the specification (pages 7-13) including formulating at a central processor a messages to at least one of the service technicians for wireless transmission according to a preselected format; reformatting the message to Internet Protocol;

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transferring the one or multiple messages from the network element to a communication device associated with the selected service technician; and programming the dispatch computer to determine the length of the new dispatch order and, based upon the determined length, formulate the new dispatch order into one message or multiple, related messages. Applicant's independent claim 17 comprises a particular combination of elements, which is neither taught nor suggested by the prior art.

Claim 18 recites a method for dispatching work orders and receiving status information concerning such orders via a communications network adapted to communicate short message service ("SMS") messages with a structure as defined in the specification (pages 7-13) including formatting a dispatch order into at least one SMS messages; reformatting the message to Internet Protocol; programming the dispatch computer to determine the length of the new dispatch order and, based upon the determined length, formulate the new dispatch order into one SMS message or multiple, related SMS messages; and forwarding the at least one Internet packet over the communications network to a selected communication device or a group of communication devices. Applicant's independent claim 18 comprises a particular combination of elements, which is neither taught nor suggested by the prior art.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

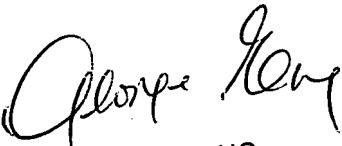
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Any inquiry concerning this communication or earlier communications from the examiner should be directed to Brandon J. Miller whose telephone number is 571-272-7869. The examiner can normally be reached on Mon.-Fri. 8:00 am to 5:00 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, George Eng can be reached on 571-272-7495. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.


June 18, 2007


GEORGE ENG
SUPERVISORY PATENT EXAMINER